Deaf Equipment *explained*

The Connevans guide to equipment for deaf and hard of hearing people

www.DeafEquipment.co.uk

Tune in to TV again with our great TV listeners!

Why is Bluetooth so good for Hearing Aid Users?

5 Small things that will make a big difference when taking care of your hearing aid

"I'm enjoying music again for the first time since I got my hearing aids"

Wakey wakey - alarm clocks to shake you awake!

SIX questions to ask yourself when choosing a new telephone

Solutions to improve the quality of life!

The Connevans motto stems from the understanding that small things matter – knowing when the phone or doorbell is ringing, following the plot on television and being alerted to the smoke alarm are all important aspects of everyday life.

Problems in need of a solution

??? Have you stopped going to meetings or clubs because you can't follow the conversation?

??? Is it usually somebody else who hears and answers the doorbell & telephone?

??? Would the smoke alarm wake you at night?

We are here to help! Our www.DeafEquipment.co.uk website is bursting at the seams with products and solutions to help you in your day to day life, so you have come to the right place!

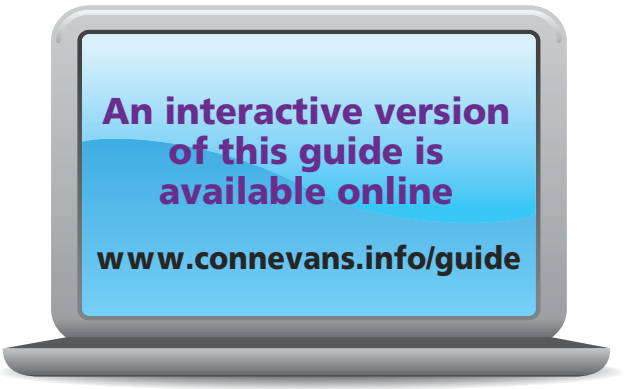
This DeafEquipment Explained booklet shows just a few of the product solutions we can offer and if you can't find what you're looking for online or in our catalogue, call or email our friendly customer services team.

Can I get it for free?
Your local social services department may provide some of the equipment shown free of charge, so it's worth checking with them to see what is available.

Search buttons

To help you **discover more information** online about currently available products, around this booklet you will find these icons.

To find out more about the product or topic visit **www.DeafEquipment.co.uk** and enter the icon reference into the **'Search the site'** box in the top left corner.



Find us on Facebook
www.facebook.com/Connevans

Connevans Limited

– established 1961

Connevans supply education and local authorities, NHS Trusts and other professional bodies as well as individuals.

We have been developing and selling products for over 50 years and specialise in helping those with hearing difficulties. Our products are used across the UK and all over the world.

How to contact us

Our customer services team are here to help. If you have any queries at all, please do get in touch...

... by **Phone** on **01737 247571**

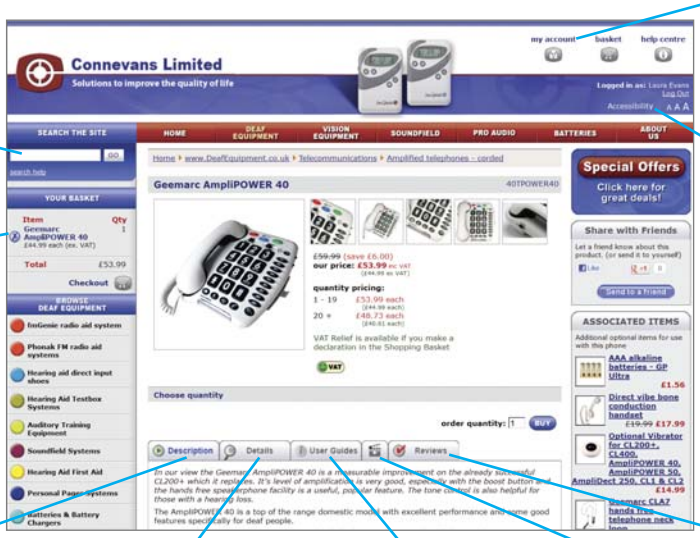
... by **Minicom** on **01737 664016**

... by **Fax** on **01737 223475**

... by **Email** to **sales@connevans.com**

... by **Post** to **Connevans Limited, Bridge House, 1 Nutfield Road, Merstham, Surrey, RH1 3EB**

Secure one-stop shopping from the UK's most comprehensive online shop for deaf and hard of hearing people!



Search
Find a product by entering a keyword or part number

My Account
Check the status of your orders or update your details

Basket
See the items currently in your basket

Accessibility
Select larger text sizes and choose from two high-visibility styles

Product information is split into tabs, click on each to view:

Description
General product information

Details
Further information such as technical specification

User Guides
Resources such as the user guide or sound clips

Video
See the product in action

Reviews
Customer reviews of this item

Catalogue

Alternatively if you're not a website person, and would prefer our 260 page printed catalogue and order form, please contact us with your UK address and we will post you one.

Ode to a website!

The catalogue's a great big book
And though we think it's great,
It's more for the professional
And it does go out of date.

So the website is the place to go,
For everyone who can,
It's full of lots of products
It's our recommended plan!

You can browse through all the items,
Plus those hot off the press
With pictures, sounds and user guides
We're sure it will impress!

How to order

Visit **www.DeafEquipment.co.uk** to browse our huge range of products.

It's the **best way** to place your order and is quick, easy and secure. The website is the place to find regularly updated **Special Offers** and the latest products, as they arrive.
It is also full of information, pictures and video clips as well as comments from our customers and expert evaluation panel.

Delivery to suit you

We offer a wide range of delivery options, including Next Day, Before 10am or 12am and Saturday delivery. We also ship within the EU & overseas.

or 'Click & Collect'...

If you are local to us, we now offer a fast & easy Click & Collect service – you order through the website and collect later at a convenient time from our Surrey warehouse.

Click & Collect

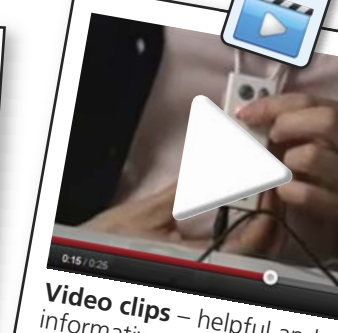
www.DeafEquipment.co.uk
Why buy from us online?

Everything you need to know about our products is on the web – and once you have picked the item you want, checkout is quick and easy. If you order before 1.15pm during the week, you could be enjoying your new equipment tomorrow!

Description – overview of a product and it's main features & benefits plus comments from our evaluation panel.

Secure checkout – quicker & easier with lots of ways to pay

VAT Relief – 0% VAT declaration can be made online for qualifying products.



Video clips – helpful and informative videos let you *see* how a product works.

Details – practical product details: size, weight etc. and whether mains or battery powered.

User Guides – look at user guides before you buy. Often a good way to check it is the right product for you.

Support team – Ordering on our website is easy, but if you need any help, call our friendly customer services team. They can suggest suitable products, help you find the item you are looking for and are happy to help you through the ordering process.

Reviews – share your comments and benefit from the experience of others. See page 34 for examples of the reviews people have shared on our website!

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Audiology

Deafness affects a large number of people: about 10 million people in the UK have a hearing loss. There are many different reasons why someone may be deaf or hard of hearing, and several different types of hearing loss.

We can only introduce some of the main facts about deafness and the common terms used to describe hearing loss in this guide; if you have any questions or concerns about your own hearing, you should always discuss matters in more detail with your audiologist or GP.

Some people are born deaf. Many people will gradually lose some of their hearing as they get older. Occasionally people may become deaf as a result of illness or injury and sometimes hearing loss can be caused by exposure to loud noises.

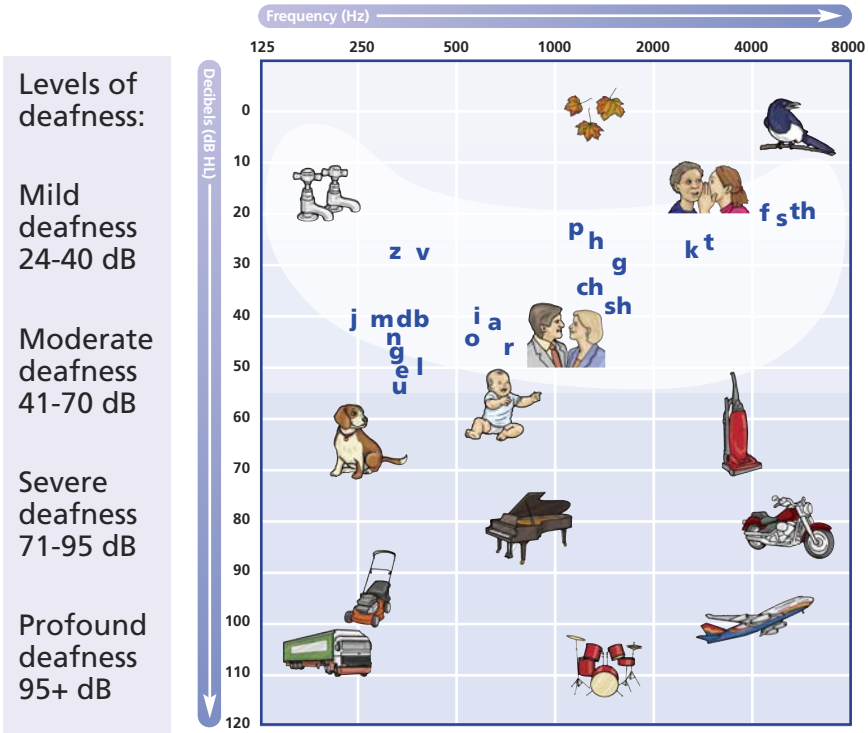
Different levels of hearing loss

Only a small number of people are completely deaf and can hear no sounds at all. Audiologists often describe the level of a person's hearing loss using the terms: **Mild, Moderate, Severe** and **Profound**. This is only an approximate guide but it can be useful in understanding what sounds a person may be able to hear without wearing hearing aids.

Audiologists don't just consider how loud sounds are but also their **frequency or pitch**. Many hard of hearing people find it more difficult to hear higher frequency sounds and this is one reason why it can be difficult to understand speech. Some of the most important speech sounds, including consonants such as "s", "f" and "th" are high frequency sounds.

This chart shows the loudness and frequency of different sounds. Higher frequency sounds are towards the right of the chart and louder sounds are towards the bottom. When an audiologist fits a person with hearing aids, their aim is to make sure that they provide the right amount of amplification to make the speech sounds audible. For most people, modern hearing aids can do this very well. However, people may still sometimes find it difficult to hear speech, particularly in noisy situations.

Chart showing loudness & pitch of common sounds



You may like to ask your audiologist for a copy of your audiogram. This will be a chart, similar to this one, marked with the quietest sounds that you can hear. It can help you identify which equipment could be useful to you, such as a telephone with a high frequency boost.

For more information on hearing loss and hearing aids visit **www.nhs.uk/conditions/hearing-impairment**

Hearing aids explained

There are several main types of personal hearing aid. The majority of people use two **behind-the-ear** (BTE) aids, one for each ear. The hearing aid is attached to an **earmould**, which is individually made in order to provide a good fit to your ear. **In-the ear, in-the-canal** and **completely-in-the-canal** hearing aids, which are specially made to fit inside your ear, may be suitable for those with less severe hearing losses.

Recently **"open fit"** hearing aids have become much more common for mild and moderate losses. These are BTE hearing aids but instead of an earmould, a thin tube and dome is used to deliver the sound to your ear.

Regardless of the type you have, it's very important to check and maintain your hearing aids regularly to keep them working at their best – see pages 26-29.

Most hearing aids are now "**digital**". This means that they include a mini computer that processes the sound digitally. Your audiologist will programme the hearing aid using a computer, allowing them to make many small adjustments to tailor the sound accurately to suit your hearing loss.

Behind-The-Ear (BTE)
– with earmould

Open Fit Behind-The-ar (BTE)

Hearing aid images courtesy of Oticon and Phonak

As a general rule, extra facilities such as a Loop Programme (see page 7) are usually only available on BTE and ITE hearing aids. ITC and CIC hearing aids are usually too small to include this extra technology.

In-The-Ear (ITE)

In-The-Canal (ITC)

Completely-In-The-Canal (CIC)

Cochlear Implants & BAHAs

Some people who have a severe or profound hearing loss may have a **cochlear implant**.

The implant itself is a small device, that is inserted into the person's inner ear during an operation, which transmits electrical signals directly to the nerve endings in the cochlea.

The second part is called the **Speech Processor**, it looks very like a hearing aid, is usually worn behind-the-ear and has a microphone to pick up sounds. There is a **coil** attached by a cable to the Speech Processor for transmitting the signal to the implant .

Another specialist type of hearing aid is a **Bone Anchored Hearing Aid**, sometimes called a BAHA. A small screw fitting is attached to the person's skull during an operation. The BAHA itself then clips to the fitting and sends sounds to the inner ear using vibration.

© Connevans Limited

The Loop Programme – also known as 'T'!

One very useful feature which has been included in hearing aids for many years, is a "telecoil". Traditionally this has been known as a **"T" Setting**; nowadays it is more commonly called a **Loop Programme**.

This offers a quick and easy way of listening to all sorts of audio equipment with good sound quality.

LAS002

When switched to the loop programme, often the hearing aid microphone will be turned off, **blocking out background noise** and allowing you to focus on the sound you want to hear.

Some people prefer to have sound from **both their loop programme and their microphone** combined, so they are still aware of the world around them – discuss which would be best for you with your audiologist.

Most hearing aids (except for particularly small ones) have a **Loop Programme**, but sometimes it hasn't been activated – your audiologist will be able to tell you if a Loop Programme is available on your aids.

When you switch your hearing aid/s to the Loop Programme, a receiver is turned on in the hearing aid which will pick up the sound signal from an **induction loop**. Loops come in different sizes but they all work in the same way – you switch your hearing aid/s to the Loop Programme to hear the sound.

Public loops are often found in large public buildings (theatres, churches, etc). You will also find them at counters in banks, advice centres or shops. Buildings display a standard sign to show when a loop system installed.

Room loops are great for use at home, such as in a living room, for the TV – see page 11. All hearing aid users in the room would be able to hear through the loop.

You can also get **personal neckloops** which are worn around around your neck and will provide sound only for you. These are great for listening to music – see page 10.

You can also get **"Hearing Aid Compatible" (HAC) telephones** which have a very small loop built into the handset – see page 20.

Cochlear Implants & BAHAs – access to 'T' and special accessories

Just like conventional hearing aids, most cochlear implants and BAHAs can be used with loop systems. However, sometimes you may need a separate accessory, such as a plug-in telecoil.

If you are able to use the telecoil with your cochlear implant or BAHA, you will be able to use any of the equipment we supply as 'hearing aid compatible'.

Once you have your processor, your clinic will support you with essential spares. There are also a variety of options to customise your system which you can purchase yourself. Items range from stylish covers to iPod audio cables.

Connevans is delighted to be the recommended source for Advanced Bionics, Cochlear and Baha spares & accessories.

www.connevans.co.uk/AdvancedBionics
www.connevans.co.uk/Cochlear
www.connevans.co.uk/Baha

Solutions to improve the quality of life

The Connevans motto stems from the understanding that small things matter – knowing when the phone or doorbell is ringing, following the plot on television and being alerted to the smoke alarm are all important aspects of everyday life.

Music p10

Listening for pleasure

Music, iPod, CD, radio, computer games... just some of the sounds that can be enjoyed again. With the correct equipment, you can use any standard headphone socket to feed the sound directly to your hearing aids.

Smoke alarms p18

Would you be safe if there was a fire at night?

Many hearing aid users can hear smoke alarms during the day but may not be able to at night when they take out their aids – Connevans offers smoke alarms with a vibrating pad to tuck under your pillow plus a powerful strobe light.

Mobile phones

Easy to use and amplified mobile phones help you keep in touch out and about plus Bluetooth handsfree kits will wirelessly connect your mobile phone to your hearing aids.

p24-25

Wireless hearing aid accessories

The latest technology for getting the most out of your hearing aid, either at home or on the move. Connect to a wide variety of entertainment and communication devices.

p14

Personal FM systems

Do you struggle to hear conversations in busy social situations?

If you are happy with your hearing aid but find it difficult to hear conversation in noisy environments, such as shopping or at parties, then a personal FM system could bring you back into the swing of life again. It can bring a speaker's voice directly into your hearing aid without the distraction of background noise.

p13

Telephones

Whether you need a loud ringer, volume and tone controls, big buttons, cordless handsets or an answerphone – we will have a phone to fit the bill. Evaluation guides and comparison charts help you pick the right phone for your needs and your budget.

p20-21

Hearing aid first aid

Connevans offer a wide range of products to help test, clean and generally maintain your hearing aid in peak condition.

p26-29

Alarm Clocks

We have alarm clocks that really will wake you up!

Range of battery & mains clocks – most vibrate, some flash and others are just LOUD!

p15

Doorbells

People with a hearing loss often find they struggle to hear the doorbell; missing visitors or deliveries.

A wireless doorbell allows you to bring the sound closer to you.

p16

TV & radio

Do you, or someone you know, like the TV much louder than everyone else?

With a wireless TV listener or a loop system you can listen to the TV at a volume that suits you, without disturbing friends and family. Whether you wear hearing aids or not, our systems are flexible and offer excellent sound quality.

p11

Listening to Music

Many people who wear hearing aids are not aware that there are ways to get high quality sound when listening to recorded music.

As an alternative to standard headphones, which do not work well with hearing aids, hearing aid users can use one of our specialist music listening products.

Any music player with a standard 3.5mm stereo headphone socket (such as an iPod, computer, CD Player) can be used with a hearing aid.

There are two alternative methods of improving hearing aid listening quality:

A Using your hearing aid Direct Input facility

A direct connection into your hearing aids using a direct input lead will give you the **best sound quality**, this works brilliantly for listening to music.

The majority of behind-the-ear hearing aids, including many of those in the current NHS range, have this easy to use direct input facility.

To connect to your hearing aid, you need the appropriate adaptors, known as "shoes". These fit onto the bottom of the hearing aid. Shoes come in all shapes and sizes and are specific to each model of hearing aid, but they all have the same direct input lead socket on them. We have leads available for people who have either one or two hearing aids, in a variety of lengths and in black or white – just like earphones.

LFP007

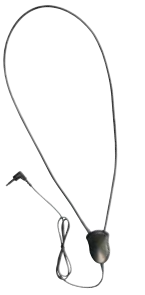
If you think direct input might be for you and you would like more information please go to **www.connevans.info/DirectInput**

B Using your hearing aid Loop Programme – 'T'

There are a variety of personal listening products available for use with hearing aids and cochlear implants with a loop programme (for more information about this, please see page 7).

Neckloops

Worn around the neck, like a necklace. Very easy to use and wear but only gives mono sound. Can be worn under clothing for discreet listening.



LFP001

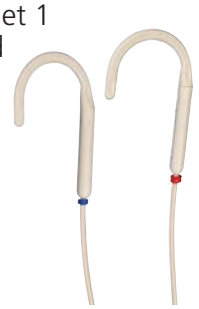
Silent Headphones

Offers a conventional look. Gives a stereo sound because there is one telecoil for each ear but because the telecoils are so small, you may need to experiment with the positioning to get the best sound.

LFP002

Silhouette ear hooks

These give a good loud sound but are the fiddliest to wear. The earhooks come as a pair, a single or as a 50/50 where you get 1 earhook and 1 earpiece (for people with normal hearing in one ear).



LFP003

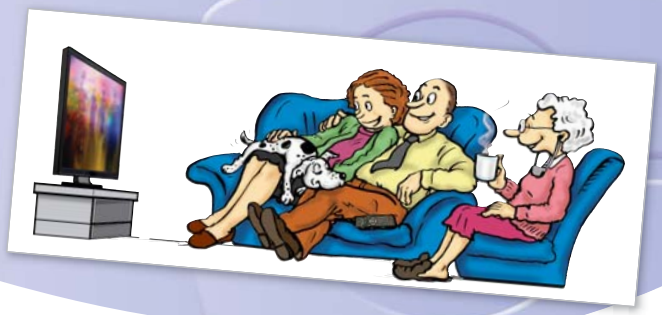
Unsure if your hearing aid is set up for Direct Input or the loop programme?

Simply contact your Hearing Aid clinic or Audiologist and they'll be able to tell you what facilities you currently have and if they can activate either of these for you.

For more information on using your hearing aid on the loop programme, please go to **www.connevans.info/TLoop**

TV Listening

Relaxing at the end of the day watching TV – a simple pleasure that many of us take for granted but which may be difficult if someone is deaf or hard of hearing.



Rather than just turning the TV volume up loud, using a TV listening product can make listening easier – without annoying the neighbours! The volume of sound from your TV listener is independent of the TV speaker sound, which can be at any level or could even be turned off.

There are three main types of TV listener...

Mains powered transmitter

Wireless TV listener – for hearing aid users or non-hearing aid users

The most popular customer choice!

Pros: Suitable for everyone and require minimal installation. Several different listening options. Gives you freedom of movement with no trailing wires.

Cons: You need to wear the receiver.

LFP004

Neckloop with hearing aid

Steto headphones

With earphones or headphones

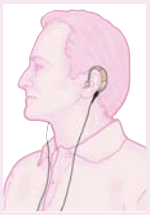
Personal fm system for hearing aid users

Pros: All the advantages of a wireless TV listener (above) **plus** it can also be used in lots of other situations – see page 13.

fm transmitter

Cons:
A relatively expensive option if you only use it for listening to the TV.

LFP005


Direct input shoes

Neckloop

Domestic room loop – for hearing aid users on loop programme (T setting)

Pros: You don't have to wear anything other than your hearing aid. They give you freedom of movement with no trailing wires.

Cons: Only suitable for hearing aid wearers with a Loop Programme. Will need some installation – the loop of wire must be run in a continuous circle all the way around the room.

Loop amplifier and loop wire around skirting board

Hearing aid set to T

LAS001

Some people do use lower cost personal amplifiers (see page 13) with the TV however, in our view, the need for a long lead or microphone trailing across the room is a problem.

LFP006

The volume of sound from your TV listening gadget is independent of the TV speaker sound which can be at any level or could even be turned off.

The Problem with Hearing Aids

A hearing aid user will often find that the level of background noise in a room – general shuffling and coughing – can be as loud as the speaker's voice, and amplified sound such as the television, sounds distant and unclear.

Human ears are capable of filtering out unwanted sounds and 'tuning in' to a conversation, something a hearing aid is unable to do.
It is important to remember that while a pair of spectacles can correct sight, hearing aids do not fully restore hearing loss.

Getting the most out of hearing aids

There are **many types of hearing aids** available and each one has different characteristics and features. A hearing aid which suits one person may well be totally unsuitable for another. The most important thing is that a user feels happy with an aid and that the hearing aid has been correctly set up by the audiologist.

A hearing aid has both gain (amplification) and frequency compensation. The gain counters the **level of hearing loss**, and the frequency compensation helps to adjust for the **type of hearing loss**.

A hearing aid will perform to the best of its ability when the person talking is at about **an arms length and facing** the person wearing the hearing aid – providing there isn't too much background noise. Unfortunately, this type of ideal one-to-one listening situation is rare.

Difficulty hearing at a distance

Unsurprisingly, the effectiveness of the hearing aid decreases as the distance between the person speaking and the hearing aid user increases. The sound level of a speaker's voice (as picked by the hearing aid microphone) will be quieter as the person moves away. It is certainly possible to turn up the amplification of the aid, which will maintain the volume level of the speaker, but it will also increase the level of background and surrounding noise. **The background noise can often be as loud as the voice you want to hear!**

Experience the problem: *Most people have used a mobile phone or digital recorder to record their voice. If you hold the microphone close to you, your voice is nice and clear, but if you put the microphone on the other side of a busy room, your voice will sound distant with a lot of background noise. This is what listening at a distance is like for hearing aid users. Don't forget, a hearing aid is essentially a microphone worn on the ear!*

A personal fm radio aid can make a real difference out of doors

Social life and hobbies can be enjoyed again by making the most of your hearing aid with the addition of a personal fm system

Overcoming the problem

Our solution to the problem of hearing at a distance is... to remove the distance! Instead of relying on the microphone in the hearing aid, with a personal fm system, the **speaker wears a wireless microphone** which will send the sound **direct to your hearing aids.** With a personal fm system the hearing aid user will hear no reduction in volume, and less background noise, wherever in the room the person is talking or facing. It will sound just as if they were standing next to each other!

On the next page we explain more about personal fm systems.

If you would like more information please go to **www.connevans.info/personalfm**

Listening to people

There is no need to let hearing loss isolate you from the hobbies, sports and entertainment that you used to enjoy. Hearing loss can make people give up their pastimes and the company of others because they have difficulty following the conversation.

A personal fm system can help you to make the most of life again!

Personal fm

Personal fm systems are really effective and flexible.They are designed to make listening to people easier from a distance and in noisy environments or 'echoey' rooms.

Personal fm systems can be **easily set up** and adjusted by the user, they are **battery powered** and fully portable – **ideal for use out and about as well as at home**.

How it works

Using a personal fm system is really easy. There are two main parts: the **transmitter** and the **receiver**.

The **transmitter** is worn or held by the **person talking.** It could also be **plugged into the TV** or radio**.**

Person speaking

Person with a hearing loss

The **receiver** with its **neckloop** are worn by the **hearing aid user** with their hearing aid switched to the loop programme ('T') – direct input options are also available.

Consistent sound will be heard by the user, regardless of which way the talker is facing and how far away they are.

If you would like more information please go to **www.connevans.info/personalfm**

Charles, a keen fm user, says...

"A Connevans CRM 220 Neck Loop System is an essential part of my every day existence. Having virtually no hearing, even with two hearing aids, I find that I am constantly struggling to hear what people are saying. However my life has been completely transformed by using the Connevans fm System. It enables me to hear speech clearly in a one to one situation when other people are talking or with background noise, as well as at meetings and lectures."

Personal amplifiers

We have a range of 'wired' personal amplifiers.

They are simple to use and are really good to provide an extra bit of amplification in conversation for those without a hearing aid.

They can also be used for listening to the TV or radio – hearing aid users can use them with a neckloop.

LFP006

Wireless Hearing Aid Accessories

Nowadays people have lots of gadgets, such as phones, TVs and iPods, that they want to be able to hear easily.

Hearing aid manufacturers have introduced wireless accessories to help people do this and get the most from their hearing aids. These devices will work with a wide range of recent hearing aids, including many of those currently provided through the NHS.

How do they work?

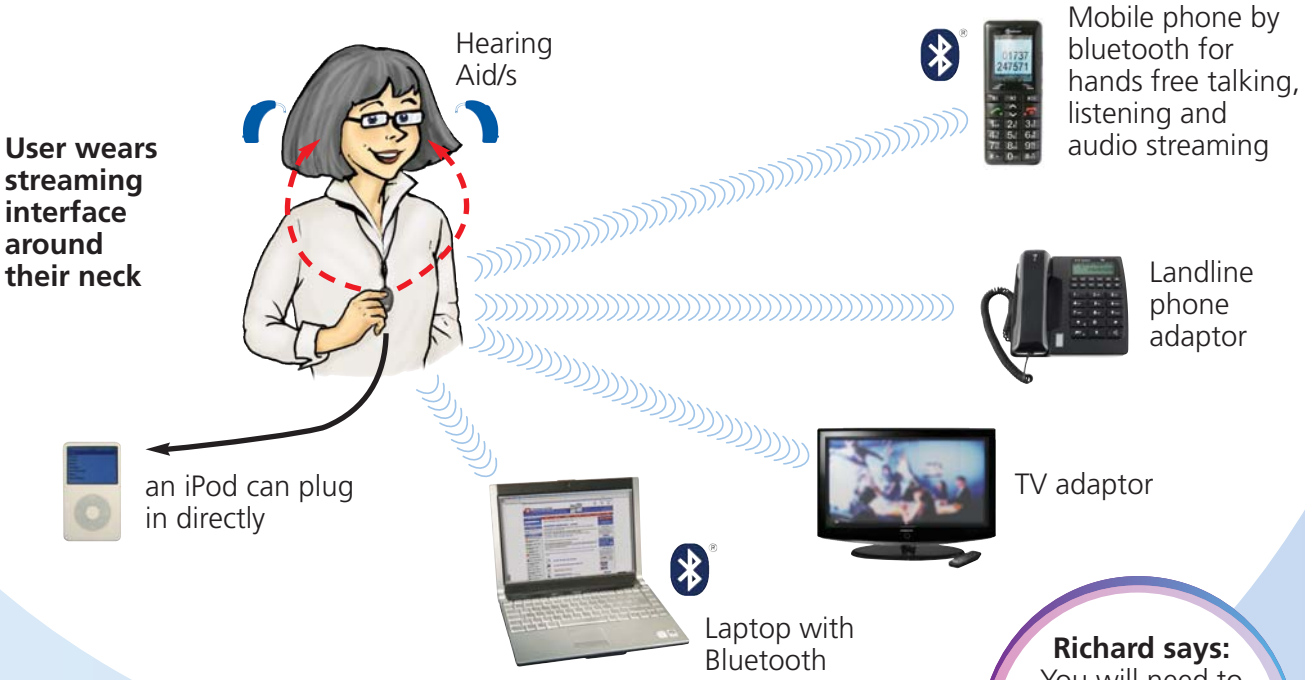
The systems are based around a small device which you wear around your neck. Different manufacturers call this by different names, so to keep things simple we use the generic term **Streaming Interface**.

The streaming interface uses a special radio signal to send high quality sound to your hearing aid/s. It allows you to listen to all sorts of different sound sources. You can connect to any audio device that has a headphone socket, such as a CD player or iPod, using a standard lead.

The interface also has Bluetooth, very popular for making and receiving handsfree calls on a mobile phone. Sound from the phone goes straight to your hearing aids and you talk into a microphone on the interface.There are also TV and landline phone adapters, which will link wirelessly to your hearing aids via the interface.

The interface can sometimes work as your hearing aid remote control, allowing you to adjust the volume or change programmes.

At the time of writing this booklet, **Phonak** offer a streaming interface called the **ComPilot** and **Oticon** have the **ConnectLine Streamer.**


Hearing Aid/s
User wears streaming interface around their neck
Mobile phone by bluetooth for hands free talking, listening and audio streaming
Landline phone adaptor
TV adaptor
an iPod can plug in directly
Laptop with Bluetooth

If you would like to learn more please visit **www.connevans.co.uk/Oticon** or **www.connevans.co.uk/Phonak** as appropriate.

Richard says:
You will need to check online which system is compatible with your particular hearing aids.

Alarm clocks

We all need to wake up on time in the morning, however conventional alarm clocks are not very effective at waking people with a hearing loss.

The problem is that people who wear hearing aids take them out overnight, meaning they can't hear an alarm. Also the pitch of an alarm clock 'beep' is often very high and not adjustable, which is a problem for people with high frequency hearing loss.

Don't always hear the alarm?

Sleep with confidence knowing the vibrations under the pillow will wake you.

The specialist alarm clocks we offer are all designed with special features to wake someone who is deaf or hard of hearing...

LOUD SOUND

In our range, we have clocks ranging from **averagely loud to phenomenally loud!** Most have adjustable volume and many also allow you to **adjust the tone** of the sound, meaning you can tailor the alarm sound **to your own hearing loss**.

VIBRATION

The most popular choice for our customers is using the **bed shaker or vibrating pad** which is supplied with most of our clocks. This pad is placed **under the pillow or mattress** and will vibrate when the alarm goes off. The vibration is powerful and effective – **you will be literally 'shaken awake'**!

FLASHING LIGHT

A more subtle way of being woken up. Some clocks have a bright **strobe light** which will **flash to alert you** when the alarm goes off – generally less popular than a vibrating pad.

Most systems are mains powered but battery powered travel alarm clocks are also available, however these are not usually as loud or as strong in vibration as the mains models.

Did you know? The loudest of our clocks have a maximum volume of 90dB – which is about the same volume as an electric drill!

Other things to consider

As well as the type of alarm, when choosing an alarm clock there are some practical considerations...

- Do you want a digital display or would you prefer an analogue display with hands?
- Do you want your clock to alert you to other sounds such as the telephone?

Laura's Advice: Almost all our alarm clocks are very loud and come with a vibrating bed shaker – **if the noise won't wake you, the bed shaker will!** This means that the choice really comes down to which clock you like the look of!

To view the clock range please go to **www.connevans.info/clocks**

Doorbells

Often one of the most frustrating difficulties encountered by people with a hearing loss is not hearing the doorbell. It can be very inconvenient missing parcel deliveries and disappointing missing visits from friends.

Doorbells are generally fitted in the hallway, close to the front door, which is usually a distance away from the living room, making them difficult to hear.

From experience, instead of just buying a doorbell which is louder, a much more effective solution is to bring the doorbell closer to you.

The easiest way of doing this is with a **wireless doorbell**.

What's so great about a wireless doorbell?

ALE005

1 You can **move the chime unit around the house** to make sure it's somewhere you will hear it. eg. if you go out into the garden, you can take it with you

2 You can add in **extra chime units** so you can also have one upstairs or in the kitchen

3 You can add **extra doorbell pushes** so you can have one for the back door too

4 **Virtually no installation**, no wiring, no hassle. Just put the batteries in, stick the push by the door and you're ready to go

5 You can choose which alert will suit you best. Most models have several **different chime sounds** and some have **flashing lights**

How to choose...

The 4 main things to think about are:

- **How loud** do you need your doorbell to be? The loudest volume we offer is 90dBA.
- Do you want a **flashing light** or just a loud sound?
- **How big is your house?** ie. what operating range will you need between the push and the chime.
- Are you going to **move the chime around?** If so, then a battery powered model will suit you best. If not, you could consider a mains-powered one.

Listen online!
You can listen to our doorbell sounds at
www.connevans.info/sound-video

If you would like more information please go to **www.connevans.info/doorbells**

Watches

A vibrating watch is an ideal way of keeping track of the time and providing a discreet reminder.

All of our watches have repeat countdown timers and programmable alarms which can be handy for daily reminders; from medication or incontinence, to a parking meter or picking the kids up from school.

Fiona's Top Tip!

While these watches provide a good alert during the day, the vibration isn't really strong enough to wake you at night. If you're after a night-time alert, please read about the alarm clocks available on page 15.

Note about watch sizes:
vibrating watches will suit anyone who is comfortable wearing a chunkier 'sports' style watch but would not be the right choice for someone who really wants a delicate feminine watch!

How to choose:

All the watches have a similar strength of vibration so the choice comes down to style, size and the number of individual alarms you need.

ALE001

Vibrates under pillow when the baby cries

Baby Alarms

ALE002

When they are not wearing their hearing aids, a deaf parent or grandparent will often struggle to hear a baby cry overnight.

An effective solution is to use a baby monitor system which has a has a sound sensitive light display that you can see during the day. The system also has a vibrating pad for night-time use. The pad is placed under the pillow and will vibrate when the monitor is triggered by the baby's cries.

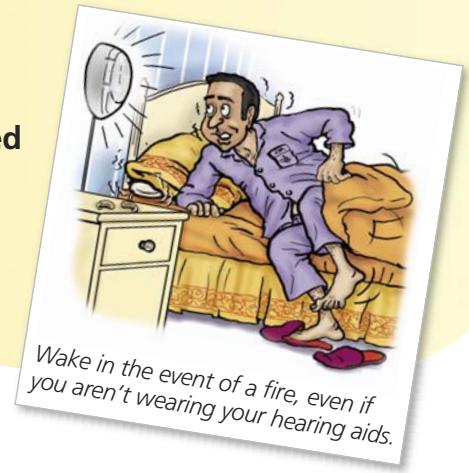
An alternative to the stand-alone baby alarm, is to have an integrated **pager** system. This **multi-alert system** will alert you to the phone, doorbell and fire alarm as well as to your baby. See page 19 for more info!

ALE003

Sleep peacefully, knowing you will be woken if baby cries.

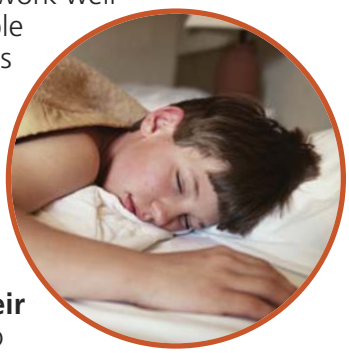
Fire Alarms

In the event of a fire, it is essential that everyone is alerted immediately. You are much more likely to die in a fire at home if you haven't got a smoke alarm.
A smoke alarm is the easiest way to alert you to the danger of fire, giving you time to escape.



Wake in the event of a fire, even if you aren't wearing your hearing aids.

You may already have a fire alarm system at home which will work well for most people with hearing aids **during the day**



But...

... at night they are **vulnerable when they are not wearing their hearing aids**. No person should rely on others to wake them so it is important you install a system which will **alert a deaf or hard of hearing person** to the smoke alarm.

SMOKE ALARMS SAVE LIVES

For more information about smoke alarms, please go to **www.connevans.info/fire**

We offer a range of specially-designed smoke alarm systems which will alert a deaf person by a flashing light or vibrating bed shaker if there is a fire.
To help you narrow down which will suit you best, try answering these questions as a starting point:.

1. What fire alarm provision do you have at present?

New build houses have had smoke alarm systems installed for many years. If you have a system already and know the make and model we can tell you if the manufacturer has a strobe or bed shaker add on.

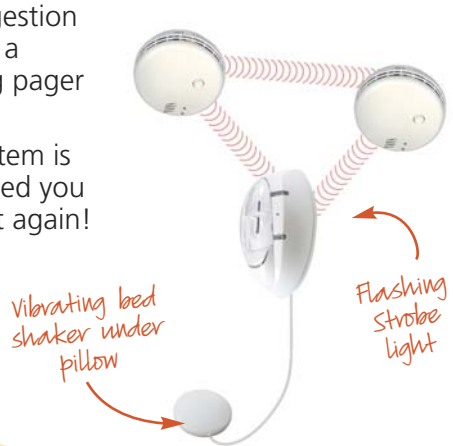
2. If there is a system, is everything interconnected?

ie. If one smoke alarm goes off, do all the others go off too?

a. It is important that you have a fully interconnected system when adding in a bedshaker or strobe. For example, a downstairs fire must activate the system in the bedroom. The Fire Service recommend fitting a minimum of one interlinked smoke detector per floor.

b. If the manufacturer does not have a bed shaker alert option, our suggestion would be to use a PPS433 vibrating pager – see page 19.

c. If an existing system is not interconnected you will need to start again!



David's Top Tip!

Choose a wirefree system because they are by far the easiest to install!

A wired system may be cheaper, but will disturb the decoration in your home, will take much longer to install and might require the help of an electrician.

Your local fire service will be able to advise on fire safety if asked.

© Connevans Limited

Pager systems

A vibrating pager is a great way of alerting people with hearing difficulties to household sounds such a door bells, smoke alarms and telephones.

Pagers are great to alert you to a whole range of household sounds.

A vibrating pager system consists of two elements:

Pager

A wireless pager will vibrate when activated

The pager is usually carried in a pocket during the day and put in your pillow case for night-time use.

Triggers

You can have one or more battery-powered trigger units, situated near the source of alert

The good thing about a vibrating pager system is that it is a **multi-alert system**, keeping the user in touch with what is happening around them. You can have more than one pager in a system and get triggers to alert you to the **telephone, doorbell, baby crying, smoke alarm, alarm clock....and many more!**

A particularly useful design feature of the Connevans home pager is the ability to cope with **simultaneous alerts**. All alerts are indicated on the display in rotation, and a new one is accepted at any time; which means that if the fire alarm is set off while the baby is crying you will still be promptly warned of all alerts.

The Connevans home pager has 3 different vibrating patterns which is especially important for people with a visual impairment.

Pager systems for use in **commercial and larger buildings** are also available.

Easy to install

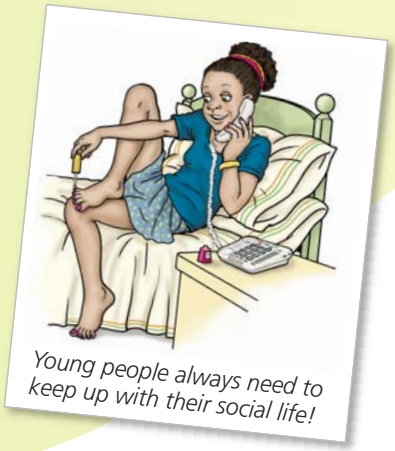
Our home pager system is very easy to install. Some trigger units are 'plug-in and use'. Others, such as the doorbell trigger, can be installed by any average DIYer – no mains wiring required.

If you would like more information, please go to **www.connevans.info/PagerHome** or **www.connevans.info/PagerWork**

Telephones

For most people, the telephone is a vital part of daily life. However, if you have a hearing loss using the phone can often be a difficult and frustrating experience. The good news is that there is a wide range of specially designed phones that can make a very positive difference for many people.

Remember that the sound quality you hear in most telephone calls is usually not very high to start with and will be worse if, for example, the other person is using a mobile phone or in a noisy environment. Many people find calls to family and friends easier as their voices are familiar. It can often be a great help to practice making calls to people you know, to help you get used to using a new phone.



Young people always need to keep up with their social life!

Six questions to ask yourself when you are choosing a new phone

If you go through these questions in order, it should help you decide which type of phone is going to be most helpful to you.

1 Do you wear hearing aids?

Most hearing aids have a '**loop**' or **'T' programme**. If you are not sure whether or not yours does, check with your audiologist.

If a phone is **'hearing aid compatible'** it means that it will transmit sound directly from the handset to a hearing aid on the loop programme. This should normally give you the clearest sound through your hearing aid/s and minimises whistling too.

2 Do you need a phone with a bit more volume?

For many hard of hearing people, an **amplified** phone will allow them to increase the volume to a comfortable level.

Different phones have different maximum volume levels – the **loudest** we have go up to **60dB**!

High volume is not always the most important factor; the **clarity of sound** is very important. Phones that have a **tone control** will allow you to **boost the high or low sounds** to compensate for your hearing loss.

A **handsfree speakerphone** is a useful feature that some people find easier to use than listening on the handset (although of course it is not private!).

Sarah's Tip!
Try moving the phone handset around to get the best position and loudest volume when you're using the loop programme.

If you would like more information please go to **www.connevans.info/telephone**

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3 Can you normally follow a conversation without lipreading?

Try listening to someone who covers their mouth as they talk to you. As a rule of thumb, if you cannot follow a conversation without lip-reading then you are also unlikely to follow a conversation on a telephone even with an amplified phone. In this case you might consider a Textphone such as a Minicom or a Screenphone – see page 23.

4 Do you have a visual impairment or limited dexterity?

You might like to consider a phone with **big buttons** that are easy to see, and large simple controls that are straightforward to use. If this isn't a concern for you, then there are phones with a much more conventional appearance.

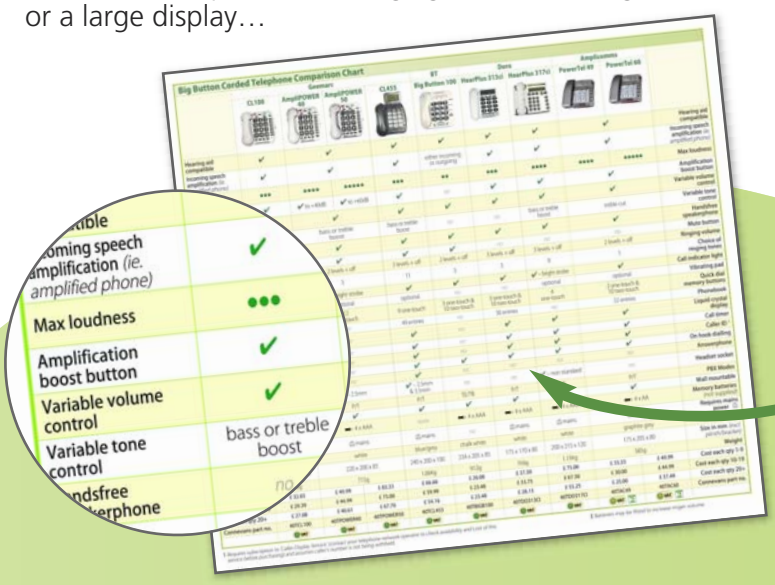
5 Do you want a phone that you can carry around the house?

Generally, **corded phones are more powerful** and have a greater level of amplification and hearing aid compatibility, so these are often the best first choice. However, **cordless phones can be very handy** and you can have several rechargeable handsets.

For the best of both worlds, consider a "combo" package that includes a corded and a cordless phone.

6 What other features do you need?

Some phones have lots of useful features, such as a built-in answerphone, flashing light for incoming calls or a large display…



Choose with confidence from Connevans

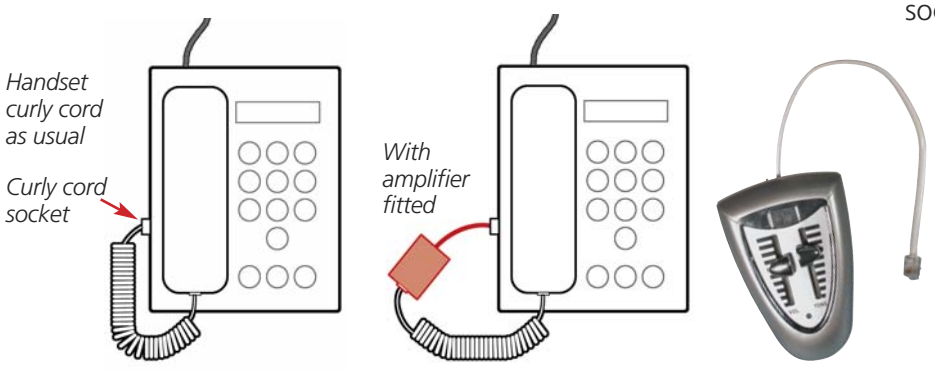
Our website has a superb range of telephones of all types and has comprehensive comparison charts so you can see which phones have the features important to you.

In-Line Handset Amplifiers

A neat and easy to use device for non hearing aid wearers to boost the sound level of their existing telephone. Ideal for somebodywho has a mild hearing loss.

In-Line Handset Amplifiers are **really easy** to install. You unplug the curly cord of your telephone handset and plug it into the Handset Amplifier instead. You then plug the Handset Amplifier into the curly cord socket on your telephone. Simple!

TEL003



Angie's Tip!
If you are choosing a Handset Amplifier for use with an office telephone, choose one which has a choice of handset compatibility settings – it's more likely to work!

Note: The sound quality is not usually as good as a telephone specially designed to be loud and it will not make your telephone hearing aid compatible (!)

Ring Indicators

TEL008

A telephone ring indicator is a device to help let you know when there is a telephone call. A ring indicator has a louder ring than a telephone and usually a choice of sounds. Some flash and some have a vibrating pad option to wake you at night.

The most reliable type of indicator **plugs directly into a phone socket**. This is easy to do and can be plugged into any phone socket in the house. You can even have more than one in the house.

The indicator doesn't have to be plugged into the same socket as the telephone – in fact, the best approach is to **have it where you spend most of your time** even if that is not where the telephone is.

Wireless versions are also available, which are great if you don't have a telephone socket nearby.

Some indicators use an attached 'microphone' for **sound pickup** instead. These 'hear' when the phone is ringing.

Ring indicators are great for people who are happy with their existing telephone but who struggle to hear when it is ringing.

Ring indicators are commonly a stand-alone product but some of the models we have can also be **incorporated** into **pager** or **doorbell** systems.

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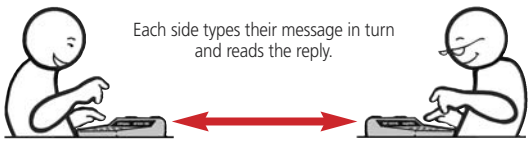
Textphones

Textphones, or Minicoms as they are often known, are a way of sending an interactive sequence of typed messages over a telephone line.

How does a textphone work?



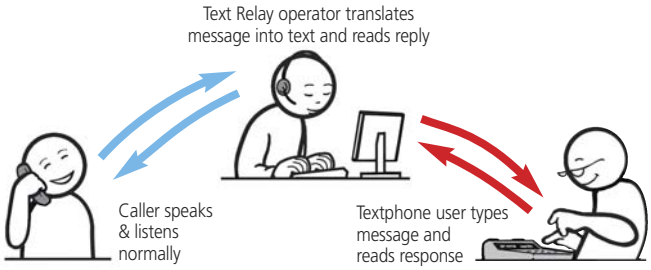
All Textphones have a screen and a standard keyboard. You type your message out in turn using the keypad, it appears both on your screen and the screen of the textphone of the person you are calling.

Textphones have been around for a long time and many businesses, utility companies and public offices have dedicated Textphone contact numbers.

What happens if I want to contact someone without a textphone?

Textphones can only communicate directly with other textphones, however a **Text Relay** service is available where you can use an interpreter as an intermediary between your textphone and people using a telephone. The Text Relay Operator will read out the words you type to the person on the telephone. They speak their response to the Operator who types the message out and sends it to your textphone.

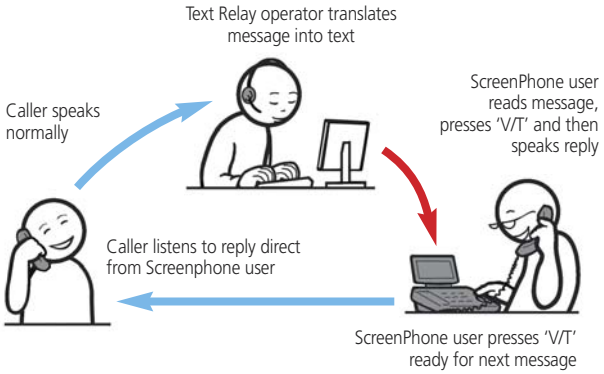
Don't worry, all the Text Relay Operators are sworn to secrecy via the Official Secrets Act!



Can I read my caller's message and speak my reply?

Yes you can. As well as Textphones, you can also get hybrid-phones which are **part textphone and part telephone**. With these, you speak your part of the call as usual. A Text Relay Operator will listen to your caller's response and type it out so you see their conversation as words on a screen.

These are great for people who want to voice their call rather than typing but can no longer hear the response.



John Recommends...
if you are going to use your textphone a lot, consider getting one with a **printer** as it will print out your conversation as it happens – easy to refer to later.

Textphones are great for people with **profound hearing loss** who can't manage with an amplified telephone

Visit **www.textrelay.org** for information on the Text Relay service

Listening to a Mobile Phone

TEL006

Our recommended solution for people who want to listen to their mobile phone with their hearing aids is to use a Bluetooth neckloop with your hearing aids set to the loop programme or 'T' position.

What is Bluetooth?

Bluetooth is an easy-to-use **wireless** communications technology. It is secure and operates over a short range of a maximum of 10m. Bluetooth technology is **universal** and is used worldwide to connect mobile phones, computers and a wide range of other electronic devices.

Why is Bluetooth so good for hearing aid users?

1. It enables you to move your mobile phone to a 'safe' distance away from your hearing aid, avoiding interference and feedback.

2. Because it's universal, the Bluetooth neckloops we offer are compatible with all phones with a Bluetooth facility (most modern mobile phones have this). There are no compatibility issues and you won't need to buy a new Bluetooth neckloop if you change your phone.

How does a Bluetooth neckloop work?

The loop is worn around the neck and you switch your hearing aids to the loop programme. As explained on page 7, these neckloops will also be suitable for use by cochlear implant users with a loop programme.

All the neckloops have a microphone in them to pick up your voice and also a button to allow you to answer & hang up a phone call (so you don't need to find your phone in your handbag!)

Ric's Tip:
Because the Bluetooth neckloop has no wires and simply sits round your neck, you can wear it all day so it's ready to use if you get a call.

Music lovers!

Some Bluetooth neckloops can be used to listen to music wirelessly from your mobile phone. Look out for loops with 'A2DP' compatibility.

Streaming devices offer an alternative Bluetooth connection method if your hearing aid is compatible – see page 14.

For more information please go to **www.connevans.info/bluetooth**

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It can be easy to stay in touch with friends and family wherever you are.

TEL007

Mobile Phones

For people looking to purchase a new mobile phone, a new range of simple to use, Hearing Aid Compatible mobile phones are now available.

Designed specifically to be easy for everyone to use, instead of making things small and complex, with these phones things are bigger, louder, clearer and easier to handle!

Things to think about...

Do you wear hearing aids? All our phones have good loud listening volume & hearing aid compatibility

Do you want a phone you can read without your glasses? Flip or slider phones in particular have a very large, clear screen

Do you have a few numbers you call often? Most of our phones have 'direct dial' memory buttons to save you going through your phonebook

Do you struggle to hear when your phone is ringing? All our phones have an extra loud ringer and a vibrating alert

Do you find most phones over complicated? These phones are carefully designed with an easy to use menu and some even allow you to customise your menu and hide functions you don't want

Do you accidentally make calls from your pocket? A flip or slider phone design means you don't need to remember to lock the keypad

Do you require a camera? It can be lovely to be able to send and receive pictures of friends and family

Do you want to be able to send & receive SMS text messages? It can be very handy being able to receive a short message such as "I am on my way"

Are you fed up of fiddly little buttons? All our phones have big buttons, clearly labelled and well spaced out

For more information please go to **www.connevans.info/mobiles**

SIM Cards & Networks

All these phones are supplied unlocked (for use on any network) and SIM-Free.

If you don't already have one, you will need a SIM card for use with these phones. These are readily available from supermarkets or your local mobile phone shop.

When choosing a network operator, we would advise asking friends or neighbours in your area about the signal strength where you live. That way you can make sure you pick the network with the best telephone coverage for you.

Do you want a high-spec phone with email, internet and apps?
If so, our phones may not be for you. However, a Bluetooth neckloop, shown opposite, or a streaming device (page 14) will work well with Smartphones and Tablets that have Bluetooth.

Hearing Aid First Aid

A hearing aid is an expensive, sophisticated electronic device and deserves to be taken great care of. Hearing aid users rely on their hearing aids in order to communicate with people around them. However, it cannot keep itself clean or tell you when it needs attention. In other words... HEARING AIDS NEED HELP!

The Basic Steps

Very simply, the basic steps are LOOK and LISTEN!

LOOK *at the...*	**CHECK** *that it is...* ✓
Earmould	clean and free from dirt, condensation and wax
Earmould tubing	clear with no condensation and not cracked, stiff or discoloured
Hearing aid	not cracked or visibly damaged
Battery	still working, ideally using a battery tester, and fit a new one if necessary
Then... LISTEN	**Yes, listen!** If the hearing aid isn't yours, use a stetoclip and listen through the aid for general sound quality and distortion

Many a hearing aid has been sent off for costly and time consuming repair when the only problem is a damaged earmould tube or a dead battery!

None of the tests or checks are difficult and they take very little time but these simple routines can make a significant difference to the quality of sound that a hearing aid user enjoys.

The magic word here is **ROUTINE** – by becoming familiar with the aid, handling it and knowing what to expect, you will be able to recognise when something needs attention.

Listening

Listening to your own aid:

It might sound silly, but **listening** to your hearing aid is really important. The performance of the aid is directly related to your hearing loss. You should listen to the aid and **memorise** how it sounds so that you can check it each day to ensure that it is performing correctly. If the sound quality or volume starts changing, you need to do something about it!

Listening to someone else's aid with a stetoclip:

A stetoclip allows a normally hearing person to monitor the performance of a hearing aid. The stetoclips we supply come with an 'attenuator' which will protect your hearing from being damaged by a high power hearing aid. You will need to listen regularly and make sure you are familiar with how the hearing aid should sound. That way you will recognise when there begins to be a reduction in sound quality.

You attach the end of the stetoclip to the earmould. This allows you to hear the sound as they are heard by the hearing aid user.

© Connevans Limited

Small things that will make a big difference:

1. Puffer – Highly recommended! Very useful to **dry out condensation** in the earmould and attached tubing. HFA001

2. Drying Set – Because hearing aids are worn on the body, they absorb moisture internally which can cause corrosion or other damage to the electrical components. **Drying the hearing aid out overnight** will improve its reliability. HFA002

3. Wax Tool – A multipurpose tool for hearing aid care with a wire loop for clearing wax, **brush for cleaning** and small **magnet** to help with removing and fitting batteries. Very useful **for cleaning wax** and other stubborn deposits out of the earmould. HFA003

4. Cleaning Wipes – **Bactericidal and antiseptic**, specifically for **cleaning and disinfecting** hearing aids. HFA004

5. Stetoclip – **to allow a normally hearing person to listen to the hearing aid** without risking damage to their own hearing. HFA005

You can make up you own hearing aid care kit with all the bits you need. Alternatively ready-made care kits are available with a selection of useful items in a handy bag HFA014

Batteries

In most hearing aids a swing compartment houses the battery and holds it in place. With many modern aids, the battery compartment also functions as the on/off switch. When the tray is open you can see the battery contacts.

Hearing aid batteries are nowadays usually of the high power Zinc Air type which are activated by removing the sticky tab from the back of the battery.

If you look carefully at the battery under this tab you will see some very small holes which 'let the air in' to get the battery working. The batteries have a long shelf life, however once the tab has been removed they will slowly self discharge even if not used.

Types of battery:

- **Colour: Blue Size: 675** HFA006
- **Colour: Orange Size: 13** HFA007
- **Colour: Brown Size: 312** HFA008
- **Colour: Yellow Size: 10** HFA009

The average hearing aid battery will last between 4-7 days, depending on the size of the battery and the power of the hearing aid. As such, you're likely to need a new pack of 6 every months – so why not buy several months supply at a time. Buying in bulk is also better value!

Cleaning

Hearing aids and earmoulds need to be kept clean and free from dirt and wax. We would recommend you have a daily cleaning routine. Wax debris in the earmould tube makes the sound 'bump along it', affecting the sound quality.

It is important to remember that the hearing aid and the earmould must be cleaned separately. The earmould will need a proper wash but the hearing aid electronics certainly won't survive a bath!

To clean a hearing aid: We recommend using an anti-bactericidal cleansing wipe to wipe down the outside of the hearing aid. These will not only clean the aid, but also make sure that there is no bacteria growing on it.

To clean an earmould: The easiest way of cleaning an earmould is in hot soapy water. Wash it carefully and make sure you dry it thoroughly as any water left will affect the sound. You can also get specialist disinfectants or effervescent cleaning tablets which are particularly good for removing stubborn wax.

HFA004

Retaining & wearing

A fundamental element of taking care of your hearing aids is not losing them! Most people find that their hearing aids sit securely behind their ear most of the time, but with young children or active sports, it is worth considering a hearing aid retainer.

HFA011

There are two types of retainer and it is a personal choice as to which will work best for you.

Cords which will prevent loss of the aid if it falls off

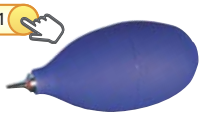
HFA012

Special sticky tape to help the aid stay on in the first place

Drying

It is really important that you dry your hearing aid and earmould out every night. Each day they will absorb moisture which will start cause corrosion inside the aid if it's not properly cared for.

HFA001



An easy way to do this is to use a puffer to blow out condensation. Store your hearing aid overnight in a drying kit, which is an airtight container with a drying tablet.

Benefits of properly drying your hearing aid:

- Regular use can actually help to reduce repairs – manufacturers report that around half of the hearing aids they receive for repair are malfunctioning due to moisture or earwax.
- Reduced instances of fuzzy or distorted sound
- Prolonged battery life.
- Some more sophisticated drying products also include a fan and a special germicidal UV lamp. These lamps kill micro-organisms such as bacteria and result in fewer itchy ears!

HFA013

Tubes & Domes

Did you know we supply a range of domes and micro tubes for BTE hearing aids without an earmould?

HFA010

© Connevans Limited

How to re-tube an earmould

Earmoulds need retubing regularly to maintain optimum sound quality. Check the tubing and replace as soon as it shows signs of hardening or discolouring.

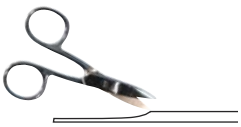
This simple procedure could save you time consuming trips to the audiology clinic!

Here is our step-by-step guide:

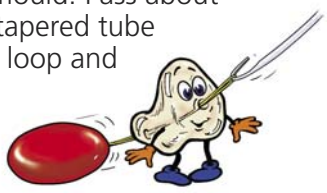
1 **Pull out the old tube**, make sure that the hole in the mould is clean and free from debris – an earmould tube drill can make this easier. Keep your old tubing for later!

2 **Wash the mould** using an earmould cleansing kit or washing-up liquid and very hot water. Dry thoroughly and use a puffer to remove moisture from inside the mould.

3 **Taper the end** of a new piece of tube by making a diagonal cut down the first 2cm of tubing so it's about half the thickness, making it easier to pull through the mould.



4 **Insert the tube threader** through the hole at the tip of the mould. Pass about 1cm of the tapered tube through the loop and draw it back through the mould.



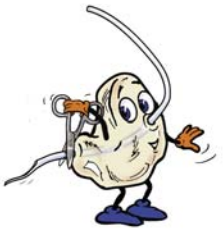
LASTLY... Check that it is a comfortable fit, by putting on the hearing aid –. if the tubing is too short, it will pull the hearing aid down uncomfortably onto your ear. If it is too long, the hearing aid may fall off.

For more information please go to **www.connevans.info/retube**

5 When an earmould is **re-tubed** you have to make sure that the tube coming from the **mould** up to the hearing aid is at the **correct angle**. This isn't difficult with pre-bent tubes but it's a bit fiddly the first time you do it.

You need to **position the tube** so that when the mould is in the ear it lies naturally along the 'gully' that leads up to the top of the ear – look at the illustration and you will see what we mean!

Pull the tube through the hole until the bend in the tube is just touching the mould. Check the angle of the tube coming out and adjust it if necessary by pulling the tube through further or by pulling it back slightly. **Hint:** If the bend in the tube is actually bending in the wrong direction, pull it back a bit and then as you pull it through again apply a twisting action (rather like a corkscrew) in the direction you want it to go.



When the tube is in the correct position, cut off the excess tubing as close to the tip of the mould as possible, leaving no rough edges to irritate the ear.

6 Now,this is the important bit! The **new tube needs to be cut to the right length** – line up the old tubing with the tip of the mould so that it follows the angle of your new tubing. Using the length of the old tube as a guide, cut the new tubing to size with a pair of scissors.
Re-attach the hearing aid to the tubing.

CONGRATULATIONS!
You have now successfully re-tubed a mould.
Don't worry if it does not work first time – simply remove the tube by pulling it out – and try again.

Tinnitus

Tinnitus is a condition where you hear noises that aren't there. These are usually in the form of ringing or whistling or in more extreme cases, a roaring sound.

We all have tinnitus to some degree, but for the majority of us it doesn't cause a problem and we rarely even notice it. For some people their tinnitus is very loud and distracting, causing stress and sleepless nights.

Sound Relaxers

THP001

Tinnitus affects people in different ways and to different degrees. As such there is no 'off the peg' solution.

Generally most people find using **Sound Relaxers** to be the most effective for sleeping. These work by providing gentle masking sounds which distract from the tinnitus.

All the Relaxers in our range offer several different sounds but most include a generic **'white noise'** sound, which is popular. Going back in time, people would often use a hair dryer or out of tune radio to generate a similar noise, but the specially designed sound relaxers are a better and more reliable solution. They also have useful features such as a sleep timer so they will turn themselves off after a set time, once you've fallen asleep.

Prevention and Hearing Protection

THP002

Hearing damage is permanent. There is no cure (at the moment!) for hearing loss or tinnitus so **protecting your hearing** is really important, whether you're at work, home or out and about.

THP003

Listening to loud music for prolonged periods is dangerous. Have you ever come home from a night out and felt your ears ringing? Ringing in the ears is a warning sign that you may have damaged your hearing.

In the work environment, Noise at Work legislation has become stricter and requires employers to take action to protect their staff's hearing.

There is a really wide range of hearing protection now available. We can offer:

- low-cost, bulk packed disposable earplugs
- re-usable professional earplugs with sound filters
- mouldable silicone putty earplugs which you can fit to the shape of your ear
- earplugs with built-in earpieces for listening to audio
- professional quality custom-made earplugs
- corded earplugs so you don't lose them
- earmuffs, including small ones for children

THP004

THP005

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The Equalities Act 2010 (DDA)

The Equalities Act 2010 and before it the 1995 Disability Discrimination Act, aim to end the discrimination that many disabled people face. These acts give disabled people rights in the areas of employment, education and access to goods, facilities and services (such as shops, accommodation and visitor attractions).

Equalities Act (DDA) in practice

It is unlawful for service providers to treat you less favourably because of your disability and they must make 'reasonable adjustments' for you, such as giving you extra help or changing the way they provide their services.

Every situation is different and as such, the adjustments made by each organisation will vary. What is considered a reasonable adjustment for a large organisation, like a bank, may be different from a reasonable adjustment for a small local shop. It is about what is practical in the service provider's individual situation and what resources the business may have.

What it means to you

It's a good idea to raise any concerns you may have with the service providers you use most often, like your local doctor's surgery or a shop you often visit. Explain to them exactly what your needs are. This will help them understand what adjustments they might need to make to the way they provide their services.

DDA001

The right equipment for the right situation

Portable desk loop systems are suitable for one-to-one communication with someone wearing a hearing aid and are ideal for providing Equalities Act compliance without major upheaval or expense. Larger loop systems in village halls and community centres provide access during meetings, shows or events. For museums, galleries and other visitor attractions radio aids are ideal for communicating with visiting hearing aid users in lectures or guided tours.

DDA002

Hotel Packs

DDA003

Connevans Hotel Packs allow accommodation providers to make their services and facilities more accessible to visitors who are deaf or hard of hearing.

Packs include a variety of products that will enable staff to communicate more effectively with visitors, enable guests to use television facilities and be alerted to fire alarms.

Ask for equipment

Our top tip is that assistive equipment should always be readily available, so if you don't see it immediately, make sure you ask!

For more information about the Act, visit **www.equalityhumanrights.com/ea2010**

School and studies

For young deaf people, the most important listening environment is in school. Students spend up to half the school day learning by listening so it is vital that they can hear clearly.

Radio aids

Are **used by most deaf students** in schools and universities. They are personal wireless systems which are particularly important for noisy situations – such as a classroom!

FM systems come in different shapes and sizes but they all work by wirelessly feeding the sound from a microphone transmitter worn by the teacher, into a receiver worn by the student. The receiver will then send the sound to the child's hearing aids or cochlear implant processors.

www.connevans.info/RadioAids

Soundfield in schools

Soundfield systems are used in classrooms and school halls to create a **'field of sound'**. They use speakers around the room to enable all students in a classroom to hear equally well, wherever they are seated and in whichever direction the teacher is facing. Soundfields can also be used with Radio aids to get the best of both worlds!

The systems benefit all students, not just those with a hearing loss, creating a pleasant and **natural listening environment** – and soundfield reduces voice strain for teachers too!

To read some **case studies** from schools using soundfield systems, visit **www.connevans.info/soundfield**

www.connevans.info/soundfield

University

Connevans are experienced at recommending and supplying equipment for students at university under the Disabled Students Allowance.

From Radio Aids for use in lectures and seminars to vibrating smoke alarms in Halls of Residence, we have the equipment you will need to allow you to participate fully in university life.

www.connevans.info/DSA

Equipment at Work

At Connevans we have many years of experience providing equipment to support deaf and hard of hearing people at work. In many cases, the right technology can literally make the difference between staying in your chosen job or not.

Access to Work

The Government's Access to Work scheme can provide you and your employer with advice and **may pay some or all of the costs** of the specialist equipment that you need at work.

To find out more, speak to the **Disability Employment Adviser** (DEA) at your local Jobcentre or visit www.gov.uk

Telephones

If you are deaf or hard of hearing, using the office phone can be one of the most difficult and frustrating parts of your job.

Fortunately there are several possible solutions. Hearing aid compatible headsets can work well, although some people find them uncomfortable to wear over their aids.

The very best solution we have found is to listen to the phone via a radio aid such as the Connevans fmGenie. This provides the best possible sound directly to your hearing aids.

If you think you would benefit from help with your office telephone, then visit **www.connevans.info/WorkPhone**

Radio aids – for meetings etc

Radio aids are invaluable for use in meetings, training sessions, and any situation where listening is difficult. This can be due to background noise, poor room acoustics or a large distance between the listener and the person talking – all of which are very common in most workplaces!

For more information, visit **www.connevans.info/RadioAids**

Onsite pagers – for fire alarms

Deaf people will be in danger if they cannot hear the standard fire alarm in offices, factories or schools. Installing an on-site vibrating pager system integrated with the existing fire alarm system provides the ideal solution. It is also possible to use the paging system to alert a person to other important signals, such as a call button or a lunch bell.

ALE004

Don't just take our word for it...

This is what some of our customers have said about their new equipment and the difference it has made to their lives!

These are all Customer Reviews from our **www.DeafEquipment.co.uk** website. To view online, look out for a red tick on the product review tab

Personal stereo direct input leads

"At last my other half can listen to his iPod. To see him listen to music via the shoes & leads is brilliant to see. The look on his face is priceless. Fantastic product (Shoes & Leads). Highly Recommend to all."

LFP007

Amplified telephone

"I bought the 'phone to try and help my wife who has severe hearing loss (-55dB) following chemotherapy and boy did it do the job! She actually finds it better to use it without her hearing aid and just amplify the sound. The ring tones are easily audible to her and the flashing light also helps her."

TEL002

Alarm clock

"Excellent product - very very simple to use (i didnt look at the instructions!!) and is exactly the same as a normal alarm clock. The important thing is does the vibrating pad wake me up? Short answer YES !!! I am now expecting to get the fright of my life every week day at 06.43!!"

www.connevans.info/Clocks

TV listener

"A great bit of kit which has pleased my wife as she can have the TV volume at a lower level, and when she falls asleep watching the TV I can turn the TV down for her but I can still hear clearly!"

LFP004

Radio aid

"Absolutely brilliant. This equipment and training of the equipment has enhanced my life in the past 3-4 hours alone. I am so looking forward to starting my course and using the equipment every day."

www.connevans.info/RadioAids

Hearing aid drying kit

"I wear two hearing aids & was having itching in both ears. My postman recommended Dry & Store which I purchased & after a couple of days use the itching has gone. Although a little expensive, from experience, I can recommend this excellent product"

HFA013

Streaming device

"Absolutely changed my life. Am able to listen to music I havent been able to hear properly for more than 20 years. streaming directly to my NHS Spirit zest c aids, from my laptop. Can talk handsfree on mobile, watch films on laptop or tv without disturbing others. can hear sat nav – who would have thought??"

LFP008

Find us on Facebook

www.facebook.com/Connevans

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About Connevans

Connevans Limited is an independent family-run company, established over 50 years ago. We are specialist manufacturers and suppliers of equipment for deaf and hard of hearing people.

We are a regular supplier to education and health authorities as well as private customers and over the years we have developed a reputation for supplying quality products. By continually listening to the needs of the deaf community we are able to identify areas for product development or search for new products to add to our catalogue and websites.

Laura Evans, David Evans & Mary Cann – by the portraits of founders Meurig and Connie Evans.

The Connevans Family

Connevans derives it's name from the original founders, Meurig & Connie Evans and is still very much a family firm. It is now run by their son, daughter and granddaughter, David Evans, Mary Cann and Laura Evans, alongside their co-directors. We have a team of 30 people and we are proud to have half our staff with a service record that goes back at least 15 years!

If you would like to be kept up to date with what's happening at Connevans and the latest products, why not **subscribe to our monthly newsletter.**

Sign up on our website:

What we do

Connevans is a manufacturer as well as a supplier of goods. We operate from a working factory in Surrey, which houses all activities from product appraisal to production and despatch, allowing us to respond to all our customers' requirements efficiently and effectively.

Technical expertise

Where queries occur, our technical background means we have a very knowledgeable Customer Services team and are able to offer Telephone Support on all the products we supply, including detailed technical enquiries. Our dedicated Customer Services team is supported by a skilled and experienced management team.

Connevans Consultation Service

Customers wishing to see an advisor for a demonstration of equipment can book a private consultation session, for a small fee, at our Merstham headquarters.

Connevans

Do you know that there is a world of assistive equipment available for deaf and hard of hearing people?

The latest assistive technology is smart, easy to use and inexpensive. It will help you get the best from your hearing aids, participate fully in social activities and enjoy again some aspects of life that you may have started to find a bit more difficult.

The aim of our **Deaf Equipment Explained** guide is to explain how this technology works and perhaps introduce you to some products that you didn't even know existed!

A free online interactive version of this guide is available to download: www.connevans.info/guide

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Online shopping **www.DeafEquipment.co.uk**

When you've finished with this booklet, please pass it on to someone else who might find it helpful.

Re-order code: BGUIDE1. Issue 1